

UNIVERSITY OF SOUTHERN CALIFORNIA

Senior Workforce Analyst

Job Code: 117159

OT Eligible: No

Comp Approval: 1/20/2022

JOB SUMMARY:

Interprets and analyzes workforce data and makes recommendations to business leaders and HR partners to enhance workforce optimization across the university. Identifies and recommends improvements to existing data management processes. Generates large reports out and extrapolates workforce insights to promote data-driven decision-making and strategic HR actions. Leverages extensive experience using data visualization tools and analyzing large, complex datasets to build out advanced reports and dashboards. Facilitates easy adoption of reports and dashboards that clearly translate findings into actionable workforce planning business insights by assisting with training and outreach programs. Builds and maintains collaborative relationships with team members, peers, and leaders across the HR organization. Identifies new opportunities in HR and throughout the university to use workforce insights in data-driven decision making.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

_____	_____	Identifies and recommends improvements to existing data management processes and strategic initiatives using workforce data insights and reports. Leverages business intelligence tools (e.g., Workday, Tableau) to design, develop, test, and support succinct reports and dashboards. Identifies new opportunities in HR and throughout the university to leverage workforce insights. Refines and monitors service level agreements with key university stakeholders.
_____	_____	Generates large reports, gathering data and extracting insights relevant to client function/department. Extrapolates workforce insights to promote data-driven decision-making and strategic HR actions. Forecasts trends and proactively makes optimization recommendations tailored to business units based on data and reports. Facilitates easy adoption of workforce data reports and dashboards by working directly with senior HR and business stakeholders, translating complex analytics into digestible trends.
_____	_____	Collaborates with analytics team to identify and analyze large, complex workforce data sets and extract advanced planning insights. Develops accurate dashboards to assist in illustrating workforce trends. Stays current with industry trends and evolving business practices (e.g., technology enhancements). Establishes an infrastructure for ongoing reporting and managing ad-hoc workforce data requests as needed. Collates and shares standardized reports on time and according to de-identified cadence.
_____	_____	Supports strategic goals set by the team, department, and university. Ranks competing priorities and makes decisions with minimal guidance. Solicits constructive feedback and insights from managers and customers and proactively incorporates suggestions into continuous improvement of work. Identifies methods to improve regular delivery of reporting through automation, streamlining, and data visualization tools. Escalates issues and communicates roadblocks to appropriate colleagues.

- _____ Translates workforce data insights into succinct, actionable business insights for HR leaders and university stakeholders. Ranks competing priorities and makes decisions with minimal guidance. Facilitates easy adoption of reports and dashboard by assisting with training and outreach programs. Builds strong relationships with HR partners and managers to support data-driven, strategic decision-making.
- _____ Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.
- _____ Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

- Essential: ☐ No
- ☐ Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree

Minimum Experience:

5 years

Minimum Field of Expertise:

Bachelor’s degree in statistics, mathematics, computer science, industrial/organizational psychology, business administration, or another related field. Five years’ experience in workforce planning/management, research and analytics (primarily people analytics). In-depth experience creating data analyses and reports, identifying patterns, and translating meaning. Ability to collect, aggregate and clean data from varied resources at scale. Demonstrated knowledge of HRIS and workforce data. Excellent written and verbal communications skills, able to exercise discretion with confidential information. Proven organizational and analytical skills, and attention to detail. Experience presenting data and insights in easily understood formats for stakeholders with varying levels of data literacy. Knowledge of the employee lifecycle as it relates to key people/human capital analytics (e.g., turnover/retention, labor costs, engagement). Team-oriented self-starter with the ability to work independently, strategically, creatively and proactively. Possesses an understanding of USC’s business and knowledge of HR department and its core functions. Demonstrated sound ethical judgment for making decisions with minimal supervision. Ability to support concurrent projects, prioritize competing assignments, and work under pressure with tight deadlines and frequent interruptions. Demonstrated knowledge of the development and configuration of software solutions. Foundational understanding of security concepts and secure code development techniques. Experience with data visualization tools (e.g., Tableau, Periscope) and gathering information with SQL or similar languages. Proficiency with Microsoft Office and experience generating reports out of HRIS

software (e.g., Workday HCM).

Preferred Education:

Master's degree

Preferred Experience:

7 years

Preferred Field of Expertise:

Master's degree in statistics, mathematics, computer science, industrial/organizational psychology, business administration, or another related field. Seven or more years' experience in workforce planning/management, research and people analytics. Experience in higher education. Excellent interpersonal skills, emotional intelligence, and relationship-building abilities for communicating with internal partners.

Supervises: Level:

Trains employees on specific skills and tasks as required.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer